



COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

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COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

FROM: Terry Raney, Guardianship Program Coordinator

DATE: October 28, 2003

SUBJECT: Customer Complaints

Attached is a suggested process and complaint letter for to resolving customer complaints.

CUSTOMER COMPLAINTS

Many businesses will adjust customer complaints if the customer asks for some adjustment.

Here is a suggested approach to customer complaints.

1. Get organized.
 - a. Get the facts, that is:
 - i. **Who**, did **what**, to **whom**, **when**, **how**, **where** and **why**.
 - ii. Accumulate the documents, that is, invoices, bills, letters, notices or contracts.
 - a. What do you want? You need a brief, realistic statement of what you want done to correct the situation.
 - b. Determine who to contact.
1. Try customer service.
 - a. Be Polite;
 - b. Be Patient;
 - c. If you are not getting results, ask for the customer service supervisor;
 - d. Record, time, date and name of person that you talked with; and
 - e. If your complaint is resolved, say "thank you".
1. If customer service does not resolve your complaint, prepare and send a letter of complaint. See format below.
2. If your complaint letter does not resolve your complaint, then some possible agencies to assist are:
 - a. Virginia Office of Consumer Affairs, 1-800-552-9963, www.vdacs.state.va.us
 - b. Virginia Bar Lawyer Referral, 1-800-552-7977, www.vsb.org/vlrs.html
 - c. Elder Rights Center, 1-800-552-3402, www.aging.state.va.us
 - d. Better Business Bureau,
 - Central Virginia, www.richmond.bbb.org/, 804- 648-0016
 - Western Virginia, www.roanoke.bbb.org/, 540 342-3455, 800 533-5501 (Outside Roanoke calling area)
 - Southeastern Virginia, www.hamptonroads.bbb.org/, 757-531-1300Locate a Better Business Bureau, consult your local telephone directory or bbblookup.e-asp.net/default.asp

Your Name
Your Address
(Optional) Your Telephone Number
(Optional) Your Email Address

[Insert Date]

[If you want proof that your letter was sent and received, send the letter US Post Office, certified mail, return receipt requested]

[Insert Name and Address of Person or
Organization That You Are Complaining About]

Subject: [Insert Nature of Complaint]

Dear [Insert Name or "Madam or Sir"]:

I am writing about [nature of complaint in 25 words or less].

Would you please [state what you want done about your complaint in 25 words or less].

Attached are:

[List invoice, letters or other documents that substantiate your complaint and what you want done about your complaint.]

I expect the courtesy of your reply to me at my above address not later than [insert a date 21 to 30 days after the date of your letter].

Sincerely,

[Insert Your Name]

COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

FROM: Ellen Nau, Human Services Program Coordinator

DATE: October 28, 2003

SUBJECT: National Family Caregiver Support Program

November is National Family Caregiver Month! Your agency can download a kit to develop activities to recognize family caregivers from www.aoa.gov.

Several agencies have already made plans to recognize caregivers. Fairfax Area Agency on Aging will sponsor a seminar entitled ***Give Care, Take Care: A Prescription for Caregivers*** on Friday, November 21, 2003 from 9:30 A.M. – 1:00 P.M. at the Springfield Golf and Country Club. The \$10.00 fee for the seminar includes lunch. Nationally known speaker, author and elder care expert Wendy Lustbader, MSW, will present the seminar. Additionally, a session geared for professional caregivers will be held on Thursday, November 20, 2003. (Information attached.) For further information, contact Beth Hershner at 703-324-5425.

Jane Tickle, Adult Day Care and Respite Program Director at the Appalachian Agency for Senior Citizens, will be sending out a ***thank you letter*** to caregivers recognizing all they do for their relatives. For further information, contact Jane Tickle at 276-964-4915.

Senior Connections, Capital Area Agency on Aging are: co-sponsoring with AARP a ***Grandparents Forum*** that will be held on November 20 at the Children's Museum, promoting agency resources in at least two ***Ukrops Pharmacy Wellness Days*** per week in November and aiding the ***Richmond Chapter of the National Caucus and Center on Black-Aged*** in placing information celebrating caregivers in church bulletins in November. For further information contact Gale Davis at 804-343-3000.

SUBJECT: National Family Caregiver Support Program
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Let VDA know what activities your agency is planning to celebrate National Family Caregiver Month. Contact Ellen Nau at Enau@vdh.state.va.us or 804-662-9340.

**As a member of the Fairfax Interagency Aging Committee (IAC)
you are invited to attend a Special Event...**

Wendy Lustbader - Healing the Generations: Handling Sensitive Family Issues in the Care of Older Adults

Thursday, November 20, 2003 from 9:00 A.M. - 4:00 P.M.

The Board Room, Government Center
12000 Government Center Parkway
Fairfax, VA

The Training: Wendy Lustbader, MSW, nationally known speaker on caretaker issues, will examine the complex issues facing families that care for their older relatives. Specific topics include:

- **Family history** – How strengths and past traumas impact care; distinguishing family patterns for handling dependency, conflict and grief; resurfacing of past issues at end-of-life.
- **Difficult Family Conflicts** – The roots of family relationships and behaviors; effects of trauma; helpful medications; case discussions.
- **Balancing Special Needs of Families with Aging Parents** – Opening lines of communication; issues of love vs. duty; promoting fairness in dividing tasks among family members; protecting against abuse; inheritance concerns and use of family resources.
- **Ethical Dilemmas** – Whose needs are being met? Collaboration to meet both patient and family needs.

Target Audience: Professionals who work with older adults and their family caregivers.

The Trainer: **Wendy Lustbader, MSW**, is recognized nationally as an expert in elder care. She lectures on topics related to chronic illness, aging, and the needs of family caregivers. She is coauthor of ***Taking Care of Your Aging Family Members*** and author of ***Counting on Kindness: the Dilemmas of Dependency*** and ***What's Worth Knowing***. She has practiced in home health care, hospital geriatrics, and nursing homes. Wendy is currently a mental health counselor in Seattle and an affiliate faculty member of the University of Washington School of Social Work.

Please Note:

See registration procedures on back.

CEUs are pending.

Reasonable accommodations at training are by request. Please give information when registering. Due to funding limits, no food will be provided at this training. A guide to local food services will be available.

Registration Form

PRE-REGISTRATION IS REQUIRED to attend this training ...

To register: Complete the form below and return to:
Beth Hershner

By FAX to (703)-324-3583
or mail :
Fairfax Area Agency on Aging
12011 Government Center Pkwy. # 708
Fairfax, VA. 22035 - 1104

Questions? Call Beth Hershner at (703) 324- 5425, TTY: (703) 449-1186.

Note: Calling in advance will not hold a space.

----- **Cut here** -----

Name (include M.I.):	Phone:
Last 4 digits of Social Security No.:	FAX:
Name & Address:.....	<i>Please register me for...</i> Healing the Generations: Handling Sensitive Family Issues in the Care of Older Adults
<i>Mail To:</i> Beth Hershner Fairfax Area Agency on Aging 12011 Government Center Pkwy., # 708 Fairfax, VA. 22035 - 1104	Course Date: November 20, 2003
	Special Needs?
	Amount Enclosed: (Fee waived)

COMMONWEALTH of VIRGINIA
Department for the Aging
Jay W. DeBoer, J.D., Commissioner

MEMORANDUM

TO: Directors
Area Agencies on Aging

FROM: Bill Peterson

DATE: October 28, 2003

SUBJECT: **Rx Partnership – Increasing Access to Free Prescriptions**

Attached is a copy of a presentation made by the Virginia Health Care Foundation at the October 15th meeting of the Joint Commission on Health Care. The proposed Rx Partnership would increase the availability of free prescriptions to low-income and uninsured Virginians. I will keep you informed about any meaningful progress related to this promising proposal.

Attachment

Rx Partnership

Presentation to the
Joint Commission on Health Care
by Debbie Oswalt
Virginia Health Care Foundation
October 15, 2003



Rx Roundtable Participants

- **Carilion Foundation**
(Susan Gring)
- **Medical Society of Virginia**
(Beth Bortz)
- **Northern Neck Free Health Clinic**
(Jean Nelson)
- **REACH**
(Denise Daly)
- **Sentara Health Foundation**
(Gina L. Pitrone)
- **VA Association of Free Clinics**
(Mark R. Cruise)
- **VA Board of Pharmacy**
(Scotti Russell)
- **Virginia Commonwealth University**
(Andy Wilson)
- **Virginia Health Care Foundation**
(Deborah D. Oswalt)
(Elaine Summerfield)
(Juliet Tinsley)
- **VA Hospital & Healthcare Association**
(Christopher S. Bailey)
(Katie Webb)
- **Virginia Pharmacists Association**
(Rebecca P. Snead)
- **VA Primary Care Association**
(Neal Graham)
- **Liz Nilsen**
(former Director - MedsHelp)

Rx Roundtable: Purpose

- To design a statewide strategy that increases access to free prescription medicines for eligible individuals without insurance.

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Rx Access: Key Elements

- Maximize use of free medicines
- Include all age groups
- Involve all appropriate health safety net providers
- Enhance current efforts
- Ensure cost-effectiveness
- Include evaluation component (*measurable results*)
- Develop financing plan which ensures sustainability

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Rx Access: Virginia Dynamics

- **Large network of indigent health care providers:**
 - 49 Free Clinics (*56 sites*)
 - 26 Community Health Centers (*CHCs; 68 sites*)
- **On-site pharmacies** in 18 Free Clinics, 6 CHCs & 9 health department locations
- **Major regional efforts by hospitals, health systems & other groups** (*Carilion, Centra, Mary Washington, Sentara, Valley Health, VCUHS; No. Va. Family Services, Pharmacy Connect, Mt. Rogers*)
- **Widespread use of *The Pharmacy Connection*** software (*120+ organizations*) (*\$50+ million in free meds in FY03*)

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Rx Access: Virginia Resources

- Three pharmacy schools—Hampton, Shenandoah & VCU
- Four experienced international organizations—CrossLink International, King Benevolent Fund, Operation Blessing, Project Hope
- Pharmaceutical companies with manufacturing, warehouse & distribution facilities in Virginia

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Rx Access: State-Level Models

Warehouse Model (*Maryland & South Carolina*)

- Central agency provides eligibility determination, all record-keeping functions, and fills prescriptions
- Uses PAPs, short-dated & bulk donations & selected purchasing
- Toll free number available for patients and physicians
- Drugs mailed to physicians & patients pick-up
- Comment: Significant capital costs, requires special pharmacy license, & higher overall operating costs

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Rx Access: State-Level Models

Retail/Drug Store Model (*Arkansas, Georgia & Kentucky*)

- Central agency provides eligibility determination
- Toll free referral system links patients to participating physicians
- Patients take Rx to local pharmacies to be filled
- Pharmacist completes record-keeping to “back-fill” Rx
- Comment: Requires a large, well-developed network of physicians (3,000⁺) & pharmacists

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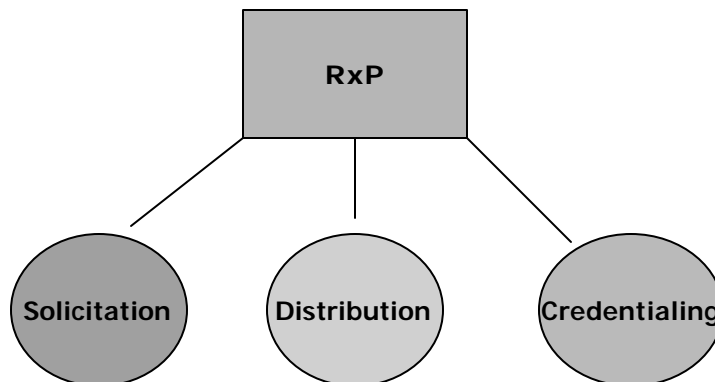
Proposed Model for Virginia:

Rx Partnership (*RxP*)

Purpose: To improve and increase access to free prescription medicines for eligible uninsured Virginians via a "*virtual warehouse*."

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RxP Functions



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RxP Functions

Solicitation:

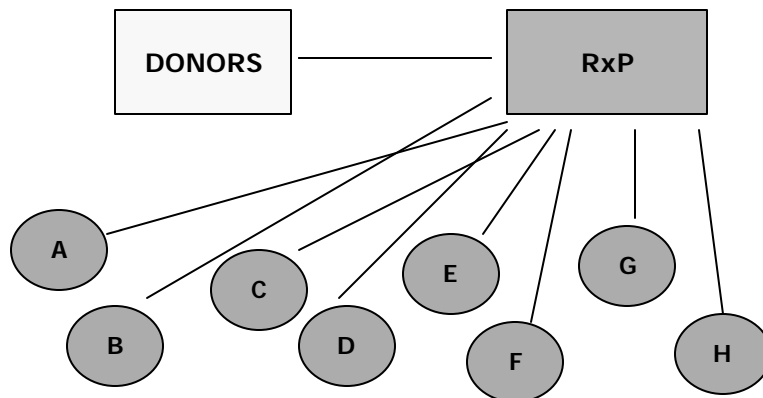
- Obtain donations of free drugs—bulk, short-dated
- Obtain financial contributions
- Obtain in-kind services & donations

Distribution:

- Serve as broker and arrange for distribution
- Product shipped from donors to network affiliates

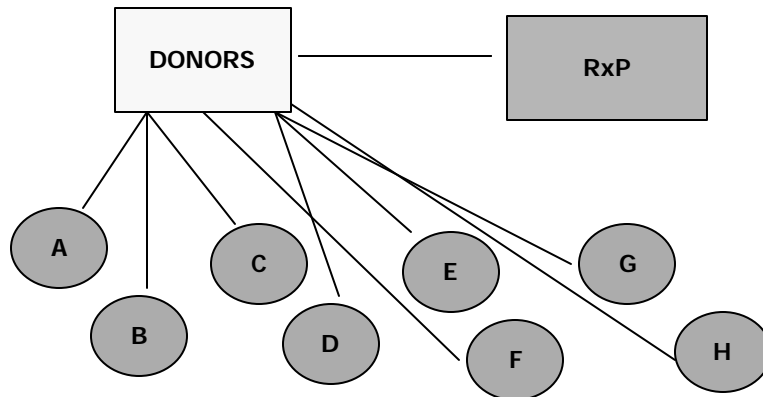
11

Network Relationships: Product Solicitation from Donors & Communication with Affiliates



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Network Relationships: Product Distribution from Donors to Affiliates



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RxP Functions

Credentialing:

- Establish criteria for network partners, i.e. "affiliates"
- Review applicants & conduct on-site inspections (*initial & ongoing*)
- Sign affiliate agreements with approved affiliates
- Issue periodic audit reports on affiliates
- Develop & maintain website & any necessary inventory control database/software
- Provide technical assistance & training for affiliates
- Establish appropriate monitoring & evaluation mechanisms

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Credentialing Criteria

- Nonprofit, tax-exempt organization or public agency
- Established, sustainable organization
- Serving patients <150% FPL without Rx drug coverage
- On-site licensed pharmacy & staff
- Ability to engage in appropriate tracking, monitoring, reporting & evaluation
- Capacity to maintain products in a storage area that ensures safety & security
- Successfully complete periodic audits (*programmatic & financial*)

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RxP Organizational Structure

- New 501(c)3 nonprofit organization
- Public-private partnership
- Governed by Board of Directors
- Key stakeholders represented: state government and policymakers, pharmaceutical companies, health safety-net providers, health systems & health foundations

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Partnership Benefits

- More uninsured eligible patients receive their prescribed drugs
- Health safety-net providers increase their capacity to meet patient needs
- Virginia policymakers achieve a partial solution to one of their most significant health-related concerns
- Pharmaceutical companies will have one statewide organization making requests & ensuring adequate controls
- Partners' participation can be highlighted for its public relations value

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Current Status of RxP

- Incorporated
- Person hired for 9 months
- \$52,500 of \$75,000 budget raised
- Briefings of potential affiliates completed
- Survey of potential affiliates underway
- Credentialing Committee has drafted a set of affiliate criteria
- Application for tax-exempt status filed

Goal: Commitments to participate from 3 pharmaceutical companies by January.

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Current Financial Commitments to RxP (*Total \$52,500*)

Carilion Foundation
Medical Society of Virginia Foundation
Sentara Foundation
Virginia Association of Free Clinics
Virginia Health Care Foundation
Virginia Pharmacists' Association
Virginia Primary Care Association

RDAP Fiscal Agent: Virginia Hospital Research &
Education Foundation